

## **Prevention of spread infection**

### ***I. Food Production and Service***

- 1) Carry out detailed checks and inspections of food storage, preparation and service. Monitor food temperatures especially in cooking and storage to ensure these are safe. Check there are no risks of cross contamination from raw to cooked food, or from dirty to clean areas.
- 2) When levels of illness increase extra precautions should be used in all self-service food operations. Guests should be encouraged to wash their hands before eating using notices and advice. Hand sanitising gels or wipes may also be provided especially in outbreaks.
- 3) During outbreaks serve food and drink to guests whenever possible (especially frequently touched items such as bread rolls and fruit). Where this cannot be done then try to wrap, or cover food and whenever possible display it in individual portions.
- 4) Ensure the handles of serving spoons and tongs do not come in contact with displayed food and change these if they do fall into food.
- 5) Change serving spoons, tongs and equipment for fresh ones as frequently as possible and at least every half-hour.
- 6) Apply disinfectants to hand touch surfaces such as tables, buffet tray rails and drink dispense buttons, as frequently as possible. Ensure sufficient contact time before wiping.
- 7) Have staff on hand to help children dispense food and remove any tongs/spoons or food that may have been contaminated. For example, if food is taken and then replaced back into the original serving dish on the buffet.
- 8) All waiting staff and chefs should be reminded to wash their hands as frequently often as possible. This should be monitored and wash hand facilities/supplies frequently checked.

## **II. *Swimming pools, water parks and spa pools***

- 1) Carry out water safety checks in all pools and bathing water facilities. In particular check chlorine (or bromine) including free residual and combined chlorine, and pH levels are correct.
- 2) In addition check that water clarity, back washing frequencies and flocculation are all in place and properly managed and that pool filters are working correctly. Also check and record if there have been any diarrhoeal incidents in any pools or water facilities
- 3) Faecal/Vomit Release in Pool :
  - > Clear the pool of bathers immediately;
  - > Ensure that disinfectant levels are maintained at the top of the recommended ranges;
  - > Remove any solid waste and vacuum/sweep the pool to remove any other contamination. Vacuum to a safe disposal point (not to a recirculation point of the pool). Disinfect the vacuum after use;
  - > Using a coagulant, filter the water for six turnover cycles and backwash the filter throughout the operation;
  - > Check the clarity of the pool and that chlorine and ph levels are within the acceptable range and if so re-open the pool;
  - > Records of all such incidents and action taken should be retained;
  - > Water samples should be taken and sent away for testing to confirm satisfactory conditions.
- 4) Action for Faecal/Vomit Incidents in any Common Areas/Rooms/Pool areas
  - > All reports from customers and staff should receive immediate attention;
  - > Staff should wear plastic disposable gloves and a plastic apron;
  - > Staff should be equipped with equipment to collect the matter, clearly identified solely for such use;

> Cover the vomit or faecal spillages with absorbant paper towels. Soak in 500ppm hyperchlorite. Leave in contact for one minute and then wipe away with disposable paper. Where possible flood the floor cleaned are with the hypochlorite solution.

### ***III. Potable Water and Ice***

- 1) Carry out daily checks on free chlorine residual levels in drinking water and that any hotel water treatment system or tanker supply system is operating correctly. Where possible arrange for water samples to be tested to also double check their safety.
- 2) Check that any ice used for food/drink service is safe and not being contaminated by dirty machines, soiled storage containers or by any cross contamination in service.
- 3) Check that bottled water supplies are from approved suppliers, properly sealed and have no sediment or signs of possible contamination.

### ***IV. Sewage Treatment and Irrigation***

- 1) Check that any sewage treatment plant which is used for irrigation water is operating correctly with residual free chlorine levels in any water irrigation tanks of at least 1.0ppm and at the furthest point of at least 0.5ppm. Check the free chlorine levels and turbidity (clarity of irrigation water) at least daily.
- 2) Check for any potential contamination of drinking water or pools with treated/untreated sewage, or irrigation water by possible cross connections, leaks or faults in the system.
- 3) Check that any irrigation of the hotel grounds is overnight and not at times where guests are using the areas.
- 4) Only use potable (drinking) water for irrigation and watering plants during the daytime and all the time for all 'high risk' areas used by guests, such as the childrens club and accommodation.

## ***V. Children's clubs***

- 1) Exclude all sick children until they have been symptom free for at least 48 hours and are eating and drinking normally. It is recommended that other children from the same family are also advised not to use the club.
- 2) Keep a specific record of all cases of gastrointestinal illness amongst children and monitor levels. These cases must also still be recorded in the central sickness log.
- 3) Disposable aprons and gloves should be worn by staff for nappy changing and thorough hand washing carried out after each change.
- 4) Nappies should be disposed of in sealed plastic bags and stored in a lidded container out of reach of other babies. Gloves and apron should also be disposed of after each use using sealed bags and a safe disposal system.
- 5) Resort staff working in the childrens club should help by frequently cleaning and disinfecting surfaces which are often touched and toys throughout the day.

## ***VI. Reception staff***

- 1) Ensure all reception staff is well briefed on the correct action to be taken when they receive a report of guest sickness and of any faecal or vomit accident.
- 2) Whenever possible have a named, designated person on duty at all times who is trained to deal with all such incidents (Guest Relations Manager).

## ***VII. Staff sickness***

- 1) Any staff who report or show signs and symptoms of gastrointestinal illness must be excluded from work until they have been symptom free for at least 48 hours and are eating and drinking normally.
- 2) All food and beverage staff should provide a faecal specimen, which must be tested and found to be negative before returning to work.
- 3) When food and beverage staff return to work after any gastrointestinal illness they should ideally be placed on 'low risk' duties for a further 48 hours and avoid preparation or handling of ready to eat foods.



### ***VIII. Sickness recording***

- 1) All reported cases of gastrointestinal illness are to be recorded on the basic sickness report. Ensure symptoms are clearly recorded, especially identifying the onset date and the type of symptoms experienced first and also the duration of symptoms.
- 2) E-mail the sickness report daily to your relevant head office.
- 3) Notify the Tour Operators of any cases of staff gastrointestinal sickness immediately.